

Success in the Face of Disaster: *Del Mar College's Response*

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Social media reports during and after storm

- Hurricane Harvey hit Coastal Bend 3 days before classes scheduled to begin
- Online traffic for Del Mar College information tripled over the weekend
- President's message delivered during initial campus cleanup
- Updated president's message as recovery/relief efforts launched

"I heard from Del Mar College more often during the storm than I heard from my own parents."



Compassionate response to student relief

- Waived fees for students needing to adjust class schedules
- Maximized tuition & fee refunds for those not able to attend
- Offered counseling for students impacted by storm



Photos courtesy of Paul Klemm
Rockport, TX



Accommodating dual credit students' needs

- High schools in the College service area weren't going to open for weeks/months
- Displaced DC students were re-enrolled in other school districts



Scholarships/grants directed to relief

- Special fundraising initiated for immediate relief to students and employees with hurricane losses
- \$100,000 in scholarship funds re-directed to maximize awards for all pre-approved students from school districts with greatest loss (\$2,000 each)
- \$103,100 in Assistance/Recovery grants to over 165 students



Direct aid for specific needs

- **Building Maintenance Program**
 - Students, faculty repairing damaged household appliances at no charge
- **Student Government/Viking Volunteers**
 - Aided cleanup and recovery in Rockport, Gregory, Aransas Pass, Port Aransas, Ingleside
- **Health Science students**
 - Fed and cared for evacuated nursing home residents
 - Set up GoFundMe pages to raise funds for relief



Civitas "Nudge" to promote re-enrollment

- Fall enrollment was tracking at **5% above F16** the morning we closed for Hurricane Harvey
- Fell to **4% below F16** by semester census date
- Student Affairs is making individual contact with each student to assist with re-enrollment for spring semester



Thank You

